

# BAYOU HEALTH

## Transformational Changes in Louisiana's Medicaid Program



### Advocacy Meeting for Public Interest Attorneys

**October 25, 2011**

Ruth Kennedy  
Louisiana Medicaid Managed Care Program

# Overview of Presentation

- The Case for Medicaid Service Delivery Change
- Guiding Principles in Design and Development
- Who Will (and Will Not) Be Impacted
- What Will (and Will Not) Be Impacted
- “So what does it mean for me me?????”

# Our Medicaid “Burning Platform”



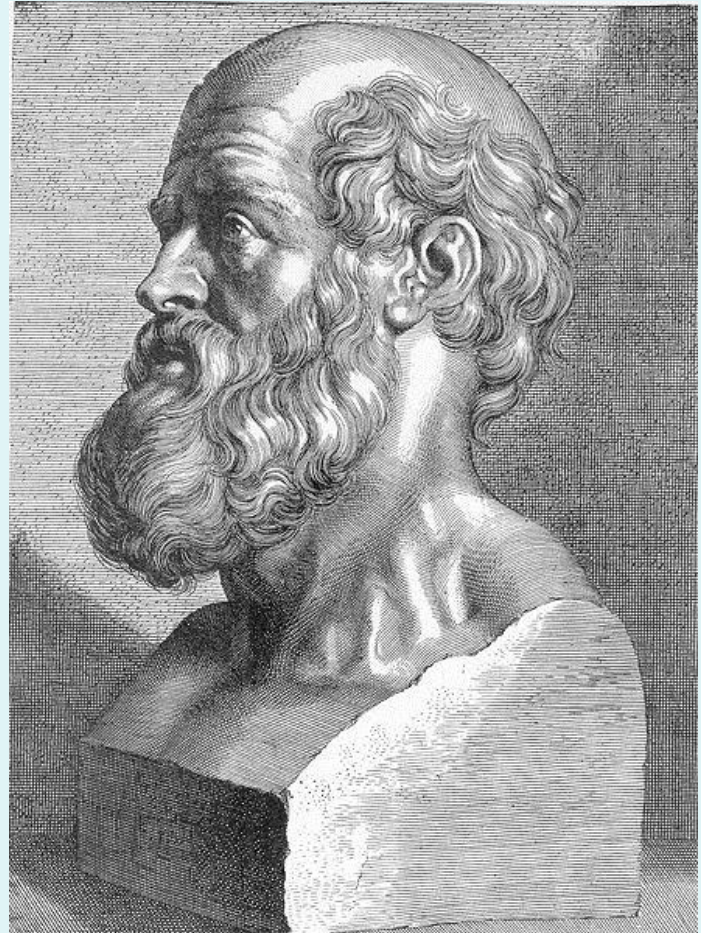
- ⦿ Care coordination is fragmented
- ⦿ Overall poor quality and minimal accountability
- ⦿ Quantity is rewarded over quality care
- ⦿ Access is limited for specialists
- ⦿ Inefficient utilization of services
- ⦿ Lack of flexibility in Medicaid fee-for-service model
- ⦿ Infrastructure for major expansion in 2014

# **BAYOU HEALTH is First and Foremost About Our Enrollees**

- Better quality and improved health outcomes
  - More focus on prevention
  - Better coordination of care (specialists, dental, behavioral health)
  - Interventions to actively manage chronic illnesses
  - Comprehensive patient-centered medical home
- Increased access
  - Enforceable time and distance requirements
  - Rates can be negotiated with specialists
  - Prepaid plans can contract with providers not willing to enroll in LA Medicaid
- Allows additional benefits for enrollees
  - Expanded benefits (Prepaid only)
  - Incentives for compliance with care recommendations
  - Incentives for healthy behaviors

# Objective # 1 in Designing BAYOU HEALTH

***Primum  
non  
nocere***



# **BAYOU HEALTH Compared to Traditional Medicaid**

- Reduction in avoidable hospitalizations
- Reduction in hospital readmissions
- Reduction in preterm births and neonatal cost
- Reduction in emergency room costs
- Reduction in duplicative services
- Improved outcomes through early detection and treatment

# People Will Have Choices

- Five statewide BAYOU HEALTH plans
  - Amerigroup
  - Community Health Solutions
  - LaCare [AmeriHealth Mercy]
  - La Healthcare Connections
  - UnitedHealthcare of La
- Differences in the five plans
  - Referral policies
  - Health management programs
  - Extra benefits offered
  - Network providers
- Choice of providers within the BAYOU HEALTH plan selected to the extent possible



# Assuring Protections for Medicaid & LaCHIP Members

- Contracts require adherence to detailed grievance and appeals requirements
- Members have the right to appeal
  - To their BAYOU HEALTH plan (Prepaid plans)
  - To request a State fair hearing
- Monetary penalties for excessive reversals of plan decision as a result of a subsequent State fair hearing
- BAYOU HEALTH Consumer Ombudsman
- Marketing requirements and prior approval
- Rigorous monitoring of all complaints, grievances and appeals



# “Upping the Ante” on Medicaid and CHIP Quality



- Expectation that quality will improve
- Incentives (and disincentives) tied to meeting quality goals
- Performance tracking for **thirty seven** quality measures

# Fourteen Years of Outreach to Enroll Louisiana's Uninsured



- Importance of **simple** written materials
- Need for consistent message from **multiple** sources
- If you build it, they **may** come
- Outreach and education efforts in Louisiana produce **desired** results!

# What is BAYOU HEALTH ?

*“A health care delivery system that provides a continuum of evidence-based, quality-driven health care services in a cost effective manner.”*



# **Which Medicaid Enrollees Will This Affect?**

# Mandatory Enrollees

Same groups as CommunityCARE, but also includes—

- Pregnant women
- Enrollees age 65 and older



*Approximately 900,000 mandatory enrollees*

# Voluntary Enrollees

- Children receiving SSI or services through OPH Special Needs Clinics
- Foster children and children in State custody
- Native Americans who are members of a federally-recognized tribe
- We want them to receive the benefits of better care coordination and access to specialists
  - Will be included by default but may opt out
  - If they opt out of the CCN, they will be in traditional Medicaid

# Excluded Enrollees



- Medicare dual eligibles
- *Chisholm* class members
- Persons in nursing and DD facilities
- HCBS waiver recipients, regardless of age or waiver
- Persons receiving hospice services
- Recipients enrolled in LaHIPP premium reimbursement

*If status of member changes to one of the above, they will revert to FFS effective the first day of following month.*

# BAYOU HEALTH “Carve Outs”

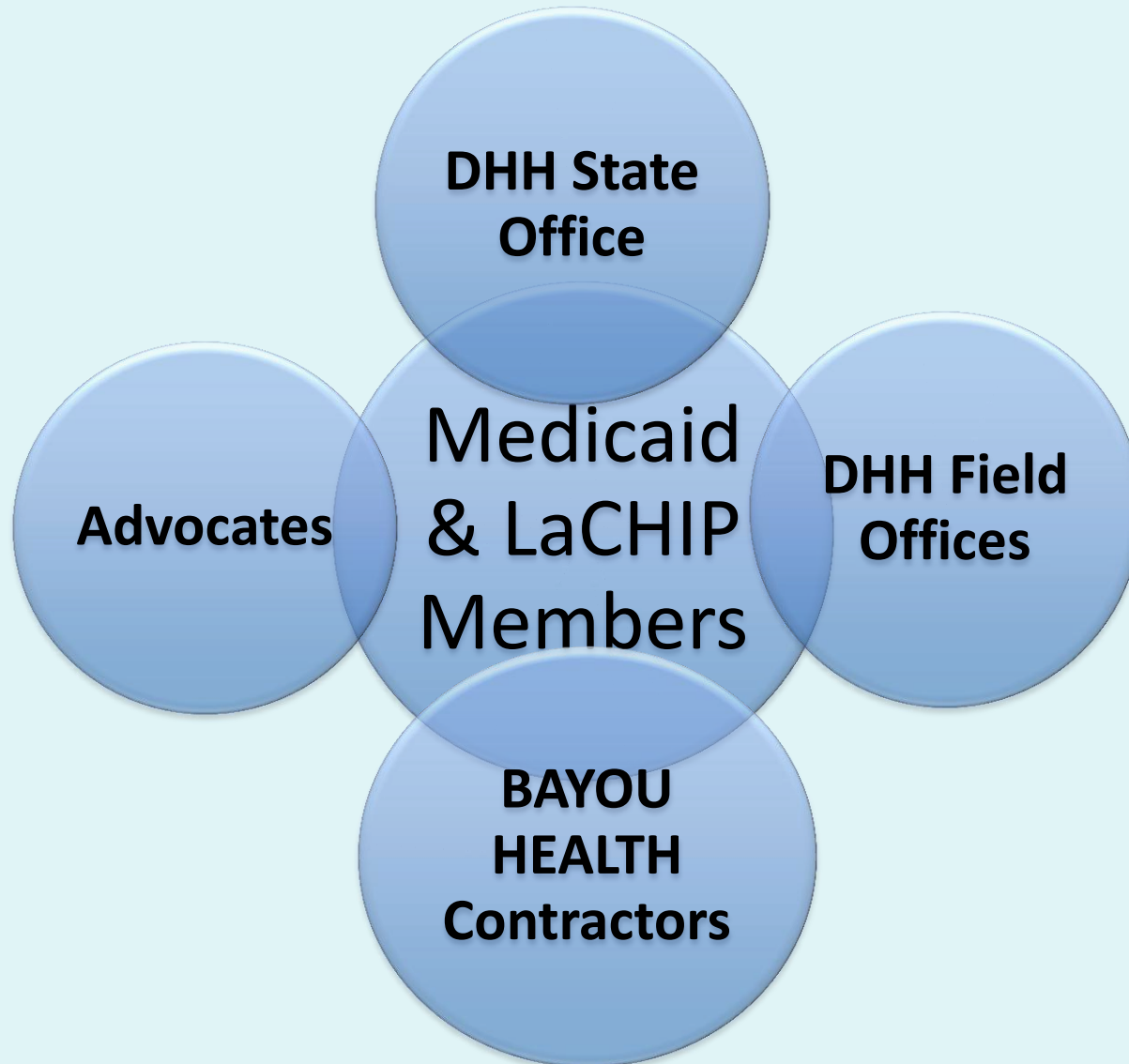


*Carve outs will continue to be fee-for-service*

- Pharmacy
- Dental
- Specialized Behavioral Health
- All Hospice
- Targeted Case Management
- PCS (EPSDT and LTC)
- All Nursing Facility Services
- IEP Services Billed Through School Districts



# It Really Will “Take a Village”



# Opportunities for Those Who Work with Medicaid Enrollees to Assist



- Training on BAYOU HEALTH changes
- Integration of BAYOU HEALTH awareness and education into existing operations
- Opportunities to assist with outreach and enrollment

# BAYOU HEALTH's Commitments

- Primary focus will, **first and foremost** be Medicaid and LaCHIP enrollees
- **Continuous** improvement
- Ongoing health plan rigorous monitoring and **accountability**
- **Transparency**



# Working Together, We **Can** Improve Health Outcomes & Quality of Life!



***We highly value and need your perspective!***

*Please share your comments and concerns.*

***[www.MakingMedicaidBetter.com](http://www.MakingMedicaidBetter.com)***